

# **GSE CUSTOMER COUNCIL MEETING**

**November 16, 2004**

## **Members Present:**

John Bradford, Chairperson, Member of Public, Jennifer St. John, DNR; Marcia Spangler, DPH; Charlie Smithson, Ethics; Greg Anliker, Elder Affairs; Major Darrel Cox, DPS; Ruth White, Human Rights; Peggy Sullivan, Judicial; Bob Straker, AFSCME.

## **Members Absent:**

John Baldwin, DOC; Mary Jane Olney, AG; Roger Johnson, Cultural Affairs.

## **Others Present:**

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS/Accounting; Miki Clark, DHS; Barbara Bendon, GSE/D&C; Paula Newbrough, GSE/Mail; Mark Willemsen, Legislature; Carol Stratemeyer, DAS; Linda Plazek, DAS; Paula Hutton, Public Defender; Tim Brand, DAS/Accounting; Patricia Lantz, DAS

## **Call to Order:**

Meeting called to order at 1:30 p.m.

## **Approve Minutes of November 16, 2004:**

Marcia Spangler noted her department was incorrectly stated and Carol Stratemeyer noted changes to the Complaint Procedure to read "Utility Complaint Resolution Process – what the HRE Customer Council would like is for you to look at this and approve it. Jennifer St. John moved to approve the amended minutes, Bob Straker seconded the motion. Minutes approved.

## **Opening Remarks:**

Pat Deluhery briefly discussed various topics:

- Financial Report – we are waiting to get July, August and September and October in hand. We will share that when we have it.
- Council chairs met to discuss financial information – John Bradford will discuss later in this meeting.
- Customer Survey – has been circulated and the information has come back. DAS is working on this report, it will provide us with a road-map of improvement and we will share the report with the Customer Council when it is completed.

John Bradford discussed:

- Customer Council Chairs (Nancy Richardson, Jim Mosena & John Bradford) met with Denise Sturm and Mollie Anderson to discuss shared services costs, what made up the shared services costs and gave us FTE information. The real key is – it gives us a good base-line to compare future years to.

## **Office Supply Contract:**

Debbie O'Leary stated she is meeting with the office supply vendor shortly to go through the financials, where we are to date, how much has been purchased, etc.

The DAS finance area also wants to meet with us to talk about the easiest way to get the distribution out to customers. One of the suggestions is for the refund to come directly from the vendor to the agency. We will have more information about how much has been purchased and who has purchased as well as the potential rebate at the next Customer Council meeting.

### **Mail Charges:**

Greg Anliker stated his group has just met. Dale Schroeder is going to try to get some information from a couple states that have already implemented some type of a local mail charge-back system to find out what their pros and cons are. Some of the services that have mechanisms already in place, where they have a volume count, we want to see if we can come up with some estimates of what the associated costs of those service areas might be and whether they could or should be billed directly to agencies that utilize those services and reduce the amount of dollars that are spread through the association fee. We are just beginning the work, it is not going to be easy to find a viable option that I think the majority of our customers are going to say it is way better than what we have – we are looking at different options. We hope to have some follow-up before the next meeting of this group.

### **Bylaw Changes – i.e. reflect change in Member Terms:**

Membership lists distributed and members asked to look at this for any errors. No changes noted.

Pat Deluhery noted, if you look at the minutes, the motion Charlie Smithson made to amend the bylaws – we don't have to do anything more as a Council. When the language is drafted, we will certainly show it to you.

### **Dispute Resolution:**

Charlie Smithson stated his sub-committee's charge was to look into the Complaint Resolution process which had been proposed by and adopted by at least one other Customer Council.

Charlie Smithson distributed a revised version with numerous changes to what was originally proposed, including changing the name of it from Complaint to Dispute.

Pat Deluhery asked the Council to discuss the Dispute Resolution process today, but not to act on it today.

Greg Anliker discussed referencing the utilities in this Dispute Resolution, stating he believed this Customer Council has some significant expectations by customers on what opportunities we have as a Customer Council to impact rates, etc. The expectations may be greater than what I have found we actually have. I believe our customers should have the right to come to this Customer Council, question whether it is a utility or not – we may not be able to provide them an answer, but I don't think it is reasonable for us to have to take the "heat" for the criticism or just an unreasonable expectation about that determination without that customer knowing that isn't within the control of this Customer Council. The only way that is going to come out is if our Dispute Resolution gives them an opportunity to question anything and everything related to those rates.

Patricia Lantz, DAS, states she talked with DAS Director Mollie Anderson who asked her to come to this meeting to speak to this issue. Patricia Lantz asked the Council to look at the Code section defining the Customer Council, there are some real specific things you are charged with under the Code

Charlie Smithson stated that he is not interested in hearing about complaints from someone who's garbage can hasn't been emptied for five days – that is a DAS rule. I don't think this Customer Council should be getting into that kind of personnel and service delivery matter.

Patricia stated she didn't mean the Customer Council had to become a part of that process, just that you approved what process DAS used in order to address those complaints. We wanted to

discuss the process with the Customer Council, just show you how we are going to address the complaints, in the event you do get a question from a customer.

Charlie Smithson stated he understood there were going to be two complaint processes.

John Bradford stated what the Customer Council is going to do is to look at your customer survey response to “are you providing good product and delivery in a customer friendly fashion?” This is the level this Council is more interested in getting into.

Linda Plazak stated the other Customer Councils are using the designation of “Customer Council Utility Dispute” and “DAS Internal Service Level”.

Charlie Smithson stated this Dispute Resolution says is it is just going to be an information gathering document, someone raises an issue, the Customer Council will study it and we will look at it during the next rate setting period

John Bradford noted one of the big challenges is communicating exactly what it is you are providing, how you are trying to provide it and getting feed-back from your customers.

John Bradford stated that what exactly is the core services we are providing, how does that relate to what people used to have before, as well as where do they want to go in the future, is an appropriate topic to discuss before the next rate setting period.

John Bradford stated he appreciated the work Charlie Smithson and his sub-committee has done and agrees the Council should not be changing the rates in mid-year, we should do our due diligence in the comment period.

Charlie Smithson asked that we defer this item until the December meeting. Bob Straker seconded the motion. Motion passed.

### **How charter agencies could impact DAS/GSE:**

Pat Deluhery stated there was a request about exactly how does Charter Agencies and Utilities interact. Jim Chrisinger, DOM, stated Charter Agencies are still covered by utilities and have to participate in utilities. Mollie Anderson has previously expressed to this Council and others that our position is that the Code doesn't call for the Councils to decide what is a utility and what is not.

Patricia Lantz stated the Code says the department determines what a Utility is (Patricia read the section).

Charlie stated the answer is clear, it is a DAS decision, not the Customer Council's. Charlie stated that he just wanted to know who agencies can appeal things to since there are some things that he is not happy about that is in the Utility and he believes should be in Leadership.

### **Role of Customer Council:**

John Bradford asked members if there is something you feel is important, or other things you see that this Council should be doing? What kinds of things do we want to look at? Looking forward, how do we want to act as a Council?

Items noted included:

- Receiving financial information.
- Having a written Mission Statement and reviewing this periodically.

- Having some kind of measurement, monitoring, assessment kind of tool or strategy in place to be reviewed every quarter, etc.
- Receiving specific answers to questions posed by the Customer Council, i.e. if the members have a category they don't believe is a Utility, what is the procedure to change this?

**2005 Proposed Meeting Calendar:**

Meeting schedule distributed and no comments. Schedule accepted by members and will be posted to the web page. Approved.

**Open Discussion:**

Community Choice Credit Union's request for setting up information tables in the various buildings on Complex was distributed to the Council members. Debbie O'Leary advised this is being brought to the Customer Council for advice on what you think about allowing entities access to state employees. Major Cox advised he has a concern of allowing one Community Credit Union access to State Government buildings without allowing others. Greg Anliker stated he agreed. There was no action to be taken.

Greg Anliker noted that he doesn't understand why the Council hasn't received financial reports. The expectation six or eight months ago was that the Customer Council would start getting the financial reports on a regular basis. Greg stated this is really important since the Customer Council is supposed to be making decisions on rates for '05, '06 and '07 who haven't seen a financial report since last March or April when we saw some examples of the kind of reports that would be available to us. John Bradford noted he agreed with this.

**Adjournment:**

Meeting adjourned..

**Next Meetings:**

December 14, 2004 (Tuesday)	1:30 – 4:00	Hoover/A-Level EMD Conference Room
January 14, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conf. Room
February 11, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE